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How do I sign up for SmartHub?

If you are already enrolled in KPUB's e-bill, just enter your user name and password. If you are new to the system, you can sign up on our website at www.kpub.com and clicking on the Pay My Bill button. You may also call us during office hours to speak to a Customer Service Representative at 830-257-3050. ([Return to top](#))

What is the difference between the Mobile App and the Web version of SmartHub?

The Mobile Apps are native applications that can be downloaded and installed on your compatible mobile phone or tablet device. The Web version is internet accessible from any web enabled device. The Apps and the Web version both give you secure access to maintain your account information, view your bills, see payment history, make payments on one or more accounts and set up recurring payments. They also allow you to monitor and manage your usage with graphics and usage markers.

The Web version allows you to register your accounts to receive notifications for account milestones, such as an approaching or a missed due date. It also allows you to set usage markers (date range or point in time) to monitor the changes in usage based on events. The Web has a Profile page for you to maintain your personal information, password, security pass phrase and stored payment methods. ([Return to top](#))

Is my phone or tablet supported?

The Apps are supported on the following platforms:

IOS 3.1 and above (iPhone and/or iPad)

Android 2.1 and above (Smartphones or tablets) [\(Return to top\)](#)

Is the App secure?

KPUB has partnered with National Information Solutions Cooperative (NISC), who is committed to providing a secure operating environment. All critical information is encrypted in every transaction run and no personal information is stored on your mobile device. Mobile devices do offer you the ability to store your login information for Apps installed on the device. If you choose to store your login information, any person who has access to your mobile device can access your account. [\(Return to top\)](#)

How do I get the App for my phone or tablet?

Simply download the SmartHub App in the Apple Store or in the Android Market. Search for SmartHub (not case sensitive but must be all one word), if duplicates appear the correct App is provided by our partner, National Information Solutions Cooperative (NISC). [\(Return to top\)](#)

Do I have to buy the App?

No. The SmartHub App is free to download and install. [\(Return to top\)](#)

Do I have to change the way I pay my bill in order to use SmartHub?

No. You can take advantage of all of the features of SmartHub and continue to pay your bill as you currently do.

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I have multiple accounts. Can I see them all in the App and on the Web?

Yes. The Web home page shows all of your accounts with the amounts due and hyperlinks to other detailed information. On the app, tap the Bill and Pay icon. The total due of all accounts shows and below it you can select different information by account, such as partial payment option, billing history and payment history.

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Can I make a payment on multiple accounts?

Web: To pay the total amount owed on all accounts, click the Pay Now button in the upper right corner of the screen or the make Payment button on the home page. You can also make a payment to a single account or partial payments to all accounts by clicking on the Billing & Payments button. It will allow you to check the accounts to be paid and change the amount for each account by clicking on Other Amount. After entering the amounts to be paid, click the Pay Now button.

App: Tap the Bill & Pay gadget. If paying the total amount due, tap the Pay button. If paying a partial payment, tap the Pay Partial Amount, tap on the account and adjust the Pay Amount. [\(Return to top\)](#)

How current is the account information I see in the App or on the Web?

The information you see in the App and in the Web is shown in real-time, so it's always accurate. However, if you keep your App or the Web version open for an extended period of time, you should refresh the page by selecting a new option in order to ensure the information is still current. [\(Return to top\)](#)

How do I sign up for notifications? What if I want to receive notifications for multiple accounts?

You must log into the Web and click on Notifications. Select preferred notification method (Email or Text to Mobile Phone) and fill out the appropriate notification information based on your selection. Click Next to continue, verify the notification parameters and confirm. If you have multiple accounts, while you are setting the notification it will prompt you to indicate which account the notification is for. [\(Return to top\)](#)